



HOTEL RESERVATIONS



Scan to review worksheet

Expemo code:
1392-61QB-2T7C

1

Warm up

How often do you stay in a hotel? When?

2

Hotel objects I

What can be found in a hotel room? Match the words to the pictures below.

a coffeemaker
a mini bar



1. _____

a hair dryer
slippers



2. _____

air conditioning
toiletries



3. _____

a laundry bag
towels



4. _____



5. _____



6. _____



7. _____



8. _____



3 Talking point

Which of the objects in Exercise 2 are important to you when you're staying in a hotel? Give your reasons.

4 Hotel objects II

What other things can you find in a hotel room? Look at the picture below for ideas.



5 Listening

Listen to the conversation and answer the questions:

1. What is the name of the hotel? _____
2. When is the reservation for? _____
3. How many people is the reservation for? _____
4. How much does the room cost per night? _____
5. Who is the reservation for? _____
6. What is his credit card number and expiration date? _____
7. What time is check-in? _____

Audio





Now complete the dialogue. Listen to check your answers.

available
reserve

Check-in
several

for
spell

reservation
view

Receptionist: Good morning. Welcome to The Grand Hotel.

Caller: Hi, good morning. I'd like to make a _____ for the first weekend in September. Do you have any rooms _____ ?

Receptionist: Yes sir, we have _____ rooms. What is the exact date of your arrival?

Caller: The 2nd of September.

Receptionist: For how many nights?

Caller: For two nights.

Receptionist: How many people is the reservation _____ ?

Caller: For two people.

Receptionist: Great. Would you like to have a room with a _____ of the ocean?

Caller: Yes, that would be excellent. How much does it cost?

Receptionist: Your room is six hundred dollars per night. What is your name, sir?

Caller: Stephen Bond.

Receptionist: Could you _____ your last name, please?

Caller: Sure. B-O-N-D.

Receptionist: Thank you. And what is your phone number?

Caller: My number is 987-654-321

Receptionist: Thank you. Now I need your credit card number to _____ your room. What type of card is it?

Caller: Visa. The number is 109940567 and the expiration date is July, 2019.

Receptionist: All right Mr. Bond, your reservation is for the 2nd of September. _____ is at 2 o'clock. If you have any questions, please call us.

Caller: Great, thank you very much.

In pairs, read the conversation.

6

Role play

Work with a partner. Role play a similar telephone conversation. Take turns being the caller and reception. Use the information on the next page.



Caller	Receptionist
Arrival date <i>5th August</i>	Price (single room) <i>\$60/night</i>
Number of nights <i>5</i>	Price (double room) <i>\$100/night</i>
Number of people <i>1</i>	Check-in <i>1pm</i>

Caller	Receptionist
Arrival date <i>10th March</i>	Price (single room) <i>\$80/night</i>
Number of nights <i>3</i>	Price (double room) <i>\$150/night</i>
Number of people <i>2</i>	Check-in <i>midday</i>



Transcripts

5. Listening

- Receptionist:** Good morning. Welcome to The Grand Hotel.
- Caller:** Hi, good morning. I'd like to make a reservation for the first weekend in September. Do you have any rooms available?
- Receptionist:** Yes sir, we have several rooms. What is the exact date of your arrival?
- Caller:** The 2nd of September.
- Receptionist:** For how many nights?
- Caller:** For two nights.
- Receptionist:** How many people is the reservation for?
- Caller:** For two people.
- Receptionist:** Great. Would you like to have a room with a view of the ocean?
- Caller:** Yes, that would be excellent. How much does it cost?
- Receptionist:** Your room is six hundred dollars per night. What is your name, sir?
- Caller:** Stephen Bond.
- Receptionist:** Could you spell your last name, please?
- Caller:** Sure. B-O-N-D.
- Receptionist:** Thank you. And what is your phone number?
- Caller:** My number is 987-654-321
- Receptionist:** Thank you. Now I need your credit card number to reserve your room. What type of card is it?
- Caller:** Visa. The number is 109940567 and the expiration date is July, 2019.
- Receptionist:** All right Mr. Bond, your reservation is for the 2nd of September. Check in is at 2 o'clock. If you have any questions, please call us.
- Caller:** Great, thank you very much.



Key

1. Warm up

Write expressions such as: once a year, twice a year, quite often, hardly ever, etc.

2. Hotel objects I

- | | | |
|------------------|---------------------|------------------|
| 1. a mini bar | 2. a hair dryer | 3. a coffeemaker |
| 4. slippers | 5. towels | 6. toiletries |
| 7. a laundry bag | 8. air conditioning | |

3. Talking point

Students can work in pairs. Encourage reasons, e.g. 'I like to feel comfortable', 'I don't drink alcohol', 'I like coffee/tea', etc.

4. Hotel objects II

Possible answers: a shower/bath, a coat hanger, an iron, a plate, a TV, a vacuum cleaner, a fridge, a sofa, a lamp, a chair, a desk

5. Listening

Play the audio file. Alternatively, scan the QR code with your mobile device (make sure you have a QR code reader app installed on your device). Pause where necessary to allow students time to write down the answers. Check their answers.

1. the Grand Hotel
2. September 2nd
3. two
4. \$600/night
5. Stephen Bond
6. 109940567, July 2019
7. 2 o'clock

Students can complete the dialogue individually and check in pairs. Play the recording again.

- | | | |
|----------------|--------------|------------|
| 1. reservation | 2. available | 3. several |
| 4. for | 5. view | 6. spell |
| 7. reserve | 8. Check-in | |